

BOOKING CONDITIONS

Every care is taken to ensure that you have a trouble-free and enjoyable holiday. However, acceptance of bookings is subject to certain important legal considerations which are set out clearly below.

1. Booking Form

The contracting parties are Algarve Villa Owners Limited acting as agents on behalf of the owner shown on the confirmation account (herein after called "the Company") on the one hand and all holiday-makers represented by the person who signs the booking form on the other. Your booking form is accepted by the Company on the date which appears on the confirmation/account and English Law will apply to this contract.

All bookings must be accompanied by the appropriate (non refundable) deposit. **IT IS IMPORTANT** to pay the balance due on the confirmation and account, not later than 10 weeks prior to departure. If you do not, you will be liable to pay cancellation charges as set out in number 3 below. The Company reserves the right to treat the booking as cancelled by you if the balance has not been received 9 weeks prior to your departure. The refundable breakage charge will be added to your account and any damage exceeding the amount held by us in this respect will be invoiced accordingly. **WE DO HAVE CREDIT CARD FACILITIES AND THE CHARGE FOR THIS IS 2.7% OF THE AMOUNT PAYABLE. THERE IS NO CHARGE FOR DEBIT CARDS OR CHEQUES.**

2. Amendments

If you wish to amend your holiday booking (including amendments to car hire) APPLY IN WRITING, EMAIL OR FAX and the Company will try to help but because your holiday arrangements will have been processed, it will be necessary for a charge to be made of between £10.00 and £50.00 depending on the amendment.

3. Holiday Cancellation

If you find that you cannot go on holiday, please write to the Company. Cancellations can only be accepted in writing from the person who signed the booking form and such cancellation will be effective from the date it is received by the Company. If you cancel your holiday the following charges will be levied:

More than 57 days.....	Loss of deposit		
56 – 43 days	50%	28 – 15 days	85%
42 – 29 days	65%	14 – 0 days	100%

4. Holiday Arrangements

All arrangements are made in the best interests of the clients and the utmost is done to ensure that you have a comfortable and enjoyable holiday. However, prior to your departure, we reserve the right to alter or cancel any holiday accommodation, or arrangements if unforeseen circumstances make this necessary. Should this happen every effort to offer suitable alternative arrangements will be made, but if you reasonably find the alternative arrangements unacceptable any money paid by you will be refunded, but The Company does not accept further liability.

The Company shall use its best endeavours to ensure that all services and amenities are available and that any defects are corrected or repaired as quickly as possible after the Company is notified of them. However, the Company does not accept responsibility or liability for lack or defect in services and amenities including water and electricity supplies, drainage and sewage brought about by circumstances beyond the Company's control, nor responsibility for any insect or animal life which is indigenous to the Country, or any liability whatsoever in relation thereto.

Heated pools / telephones / TV / videos / CDs & DVDs: We will not take responsibility for the heating of pools as these are not under the control of the Company. No compensation will be made if a pool is not heated only pro rata refund of any monies paid for the heating thereof. As no charge is made where villas have telephone / TV / Video / CD, DVD etc. no compensation can be made if they are not working for any reason.

5. Luggage

The Company does not accept responsibility for any loss or damage to your luggage or personal belongings nor any consequential loss. Please refer to your travel insurance policy.

6. Car Hire

The terms of the car hire operator are governed by the laws of the Country in which you take your holiday and they may limit their liability and therefore the Company cannot be responsible for any liability whatsoever. Any problems arising from the hire of a car must be dealt with directly with the car hire operator.

7. Complaints

If you do have any problems or complaints with the villa **please contact the House Manager immediately** and any outstanding problems or complaints must be put in writing to him/her immediately.

If the problem or complaint is not satisfactorily dealt with within a short period **please telephone the Company at that time to allow us the opportunity of solving it. If you return and lodge a complaint without having notified us at that time, then any claim for compensation will not be considered.** If you move independently to other accommodation or take any action relating to such problem or complaint without allowing sufficient time for us to deal with the matter to your reasonable satisfaction, all rights to compensation or refund will be lost.

8. Accuracy of our details

All our details have been compiled from up to date information and we have taken care to ensure that it is accurate. There may, however, be occasions when an advertised facility is either modified or not available. Such situations may be dictated by local circumstances, necessity for maintenance, water shortages, unsuitable weather conditions, fuel shortages, power cuts and other circumstances beyond our control, if we are advised of this, we will of course inform you as soon as possible, but we cannot be held responsible for such circumstances.

PRICES WINTER/SPRING - Villa prices are WEEKLY and include all gas, electricity charges, maid service and all linen (including beach towels)

HEATED POOLS WINTER/SPRING - Winter to 30th May - £130.00 per week (£140.00 Frederick/O'Solar Azul)
SUMMER - 31st May to 31st October 2012 - £90.00 per week (£100.00 Frederick/O'Solar Azul)

AIR CONDITIONING Malvas and Petra - £50.00 per week.
Santa Barbara, Quinta da Solar, Pazovida and dos Moinhos. - £100.00 per week

COTS/HIGH CHAIRS £15.00 each per item per week

BREAKAGE DEPOSIT The refundable breakage deposit will be added to your invoice:-
£150.00 for 2 bedroom villas, £200.00 for 3 bedroom villas, £250.00 for 4/5 bedroom villas.
In an effort to cut down on paperwork we are asking our clients, when the balance is due, to let us have a debit or credit card to pay for the **BREAKAGE DEPOSIT**. This amount will be put back onto your card, within 7 days **AFTER** the keys of the villa have been received by us.

VILLA ACCESS When booking flights please remember that entry to the villa is **NOT UNTIL 14.00 HRS ON THE DAY OF ARRIVAL** and you must vacate the villa **BY 10.00 HRS ON THE DAY OF YOUR DEPARTURE**. However we have an "early access" arrangement **which allows you to enter the villa from 11am onwards. This will only enable you to leave your luggage and sit by the pool until the maid has completed a thorough clean.** The charge for this is £25 (up to 6 people), £35 (7-9 people). We also have a "late departure" arrangement. This would give you a room with ensuite bathroom at the Hotel Carvoeiro Sol (subject to availability) from 10.30am onwards until 6pm. The hotel is right by the Carvoeiro beach and the "one-off" charge is £50 - 1-4 people, £65 - 5-6 people and £90 - 7-9 people (2 rooms). **PLEASE TICK THE RELEVANT BOX ON THE BOOKING FORM IF YOU REQUIRE EITHER OF THESE ARRANGEMENTS.**

CAR HIRE We know that our car hire prices are extremely competitive and 2nd driver is free of charge. You should not be asked to pay any additional car charges as long as you have personal holiday insurance. **Minimum Rental 1 week.** Minimum age 21 with full licence (cost - E6.00 per day for drivers between 21-25yrs). Cost for additional drivers E19.00. *Roof racks cost E7.00 per day (minimum E21.00, maximum E98.00). Child seat - E6.00 per day (max E84.00) **INCLUDED IN THE PRICE:** 24hr assistance, unlimited mileage, comprehensive insurance, IVA and airport tax **AND NO EXCESS.** Villa drop off or pick up E5.00 each way. All these additional charges are payable direct to Auto Jardim.

CAR MODEL or EQUIVALENT			Nov/Dec/Jan/Feb & March	Apr/May/June/Oct	Jul/Aug/Sept
Group A	Fiat Panda	5 door / seats 4	£103.00	£141.00	£179.00
Group B	Nissan Micra, Hyundai Getz	5 door / seats 5	£109.00	£147.00	£185.00
Group C	Ford Fiesta, Renault Clio, Opel Corsa	5 door / seats 5	£128.00	£166.00	£211.00
Group D	Clio dCi, Peugeot 207Hdi, Opel Corsa	5 door / seats 5	£147.00	£185.00	£236.00
Group E1	Renault Megane dCi, Ford Focus Tdci	5 door / seats 5	£185.00	£224.00	£287.00
Group F	Renault Traffic, Ford Transit	4 door / seats 9	£287.00	£383.00	£491.00
Group G	Peugeot Estate, Seat Estate	5 door / seats 5	£205.00	£243.00	£325.00
Group I	Opel Corsa Comfort (Automatic)*	5 door / seats 5	£173.00	£217.00	£268.00
Group K	Laguna dCi, Peugeot 3008 Hdi	5 door / seats 5	£306.00	£415.00	£523.00
Group K2	Megane Cabriolet Dci	2 door / seats 4	£338.00	£440.00	£555.00
Group L	Laguna dCi (Automatic)	2 door / seats 4	£364.00	£465.00	£580.00
Group M	Espace dCi and Galaxy TDI	5 door / seats 7	£370.00	£478.00	£593.00
Group V	Mercedes Vito de luxe CDI	4 door / seats 9	£389.00	£497.00	£612.00

Late bookings: (less than 2 weeks before departure) - additional charge of £10.

If your return flight is not within 2 hours of your arrival landing time then this will mean an additional day of car hire.

TRANSFERS 1 - 4 passengers £55.00 5 - 6 passengers £75.00 7 - 8 passengers £85.00
Car/Mini bus transfers with 'Bravo Tur' can be arranged and the charges are per journey
Please request transfers on the booking form. The word "Passengers" includes infants.
When a transfer is booked - only the luggage of those people booked can be transported and any abnormal luggage i.e., buggies, cold boxes, golf clubs etc, **MUST** be notified on the booking form. When you have an early arrival into Faro Airport (before 10.00am) you will be asked to wait at the airport until 10.00am before being taken to the villa because ACCESS to the villa is not until 11.00am. An 'EARLY ACCESS' charge of £25.00 (up to 6 people) and £35.00 (7-9 people) will automatically be added to your invoice for ALL TRANSFER BOOKINGS with flights arriving at Faro before 11.30am. This will enable you to leave your luggage in the villa and sit by the pool until the maid has completed her cleaning.

AMENDMENTS ANY amendment to your booking, including amendments to cots, high chairs, heated pools, car hire or extra people added to your party, will carry a charge of £15.00.